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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Richard E. Harper, et al.

Serial No.: 09/929,142

Group Art Unit: 2113

Filed: August 15, 2001

Examiner: Christopher S. McCarthy

For: METHOD AND SYSTEM FOR REDUCTION OF SERVICE COSTS BY
DISCRIMINATION BETWEEN SOFTWARE AND HARDWARE INDUCED
OUTAGES

Honorable Commissioner of Patents
Alexandria, VA 22313-1450
Box AF

AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated August 2, 2005, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper. No new matter has been added.

Remarks begin on page 11 of this paper.

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August 18, 2005

VIA FACSIMILE

To: Examiner Christopher S. McCarthy
Group Art Unit No. 2113
U.S.P.T.O.

Facsimile No.: (571) 273-8300

From: Scott M. Tulino
Sean M. McGinn

Facsimile No.: (703) 761-2375 (76)

Re: Enclosed Amendment Under 37 C.F.R. 116
U.S. Patent Application Serial No. 09/929,142
Our Ref: YOR.270

Dear Examiner McCarthy:

Enclosed for filing is an Amendment in response to the Final Office Action mailed on August 2, 2005, which should place the above-referenced case in condition for allowance.

Thank you in advance for your consideration on this case.

Very truly yours,



Scott M. Tulino
Sean M. McGinn

SMT
Enclosure
Total No. of Pages Transmitted: 14